

How to file a complaint with the Kentucky Division of Waste Management

NOTE: For environmental emergencies – a spill or unexpected discharge of a hazardous material that threatens the life, health, or safety of citizens or the environment -- contact the [Environmental Response Team](#) (24 hours a day, 7 days a week). (502) 564-2380 or (800) 928-2380.

Problems the Division of Waste Management can help with:

- Reporting an illegal dump
- Reporting improper disposal of hazardous waste

Issues that other agencies have jurisdiction over:

- Problems concerning your garbage pickup. Call your service provider or local government officials. (A list of [solid waste coordinators](#) by county is available on this site.)
- Sewage/septic problems. Those problems are handled by your local health department. Straight pipe discharges can be reported to the [Division of Water](#) at (502) 564-3410 or a [DOW regional office](#).
- Air pollution. Contact the [Division for Air Quality](#) at (502) 573-3382 or a [DAQ regional office](#).
- Water quality. Contact the [Division of Water](#) at (502) 564-3410 or a [DOW regional office](#).

[*1. Who do I contact with a complaint about a waste management problem?*](#)

[*2. Are complaints confidential?*](#)

[*3. Do I have to give my name?*](#)

[*4. What information does the division need to act on my complaint?*](#)

[*5. What happens after I contact the division?*](#)

[*6. How long will it take you to respond to my complaint?*](#)

[*7. What are the most common complaints received by the Division of Waste Management?*](#)

[*8. How many complaints does the division receive in a year?*](#)

1. Who do I call with a complaint about a waste management problem?

Contact the Division of Waste Management's central office in Frankfort at (502) 564-6716 or a division regional office in [Bowling Green](#), [Columbia](#), [Florence](#), [Frankfort](#), [Hazard](#), [London](#), [Louisville](#), [Madisonville](#), [Morehead](#) or [Paducah](#).

[TOP](#)

2. Are complaints confidential?

The division does not give the name of a complainant or identifying information to the media, the alleged source of the problem or any other third party. However, information in the Department for Environmental Protection database – including a complainant's name – could be released if the division or department is subpoenaed.

[TOP](#)

3. Do I have to give my name?

You do not have to tell us who you are or where you live. However, that information makes it easier for the division to contact you for follow-up questions and to let you know the outcome of the complaint. If you want to remain anonymous, you will be given the incident number (the number assigned to the complaint). Then you can contact the division, provide the incident number, and learn about the status or outcome of the investigation.

[TOP](#)

4. What information does the division need to act on my complaint?

- The nature of the complaint. (Examples: illegal dumping or improper disposal of hazardous waste.)
- A description of the problem including when you first noticed it
- The name and location (including the county) of the problem area. Driving directions are also helpful.
- The name of the source or responsible party, if known.
- Information on any illnesses, property damage or other ill effects that have resulted from the problem.
- Any other information that may help the inspector in his or her investigation.

[TOP](#)

5. What happens after I contact the division?

- ❑ The complaint will be given an incident number and assigned to an environmental inspector.
- ❑ The inspector will contact you for further information if you've given your name.
- ❑ An onsite investigation will be conducted in many cases to see if any environmental regulations have been violated.
- ❑ If there is a violation and a responsible party is identified, a notice of violation (NOV) will be issued and appropriate follow-up enforcement action will be taken.

[TOP](#)

6. How long will it take you to respond to my complaint?

Inspectors make every effort to respond within five business days from the day they receive the complaint.

[TOP](#)

7. What are the most common complaints received by the Division of Waste Management?

- Open dumping
- Illegal disposal of wastes, including hazardous wastes

[TOP](#)

8. How many complaints does the division receive in a year?

DWM received 1,598 complaints during the 2004 Fiscal Year.

[TOP](#)

FIELD OPERATIONS BRANCH

Central Office (Frankfort) – Bill Burger, manager, (502) 564-6716.

Regional Offices:

Bowling Green -- Robbie McGuffey, supervisor, (270) 746-7475. Allen, Barren, Butler, Edmonson, Grayson, Hart, Logan, Ohio, Simpson, Warren

Columbia -- Kerry McDaniel, supervisor, (270) 384-4735. Adair, Boyle, Casey, Clinton, Cumberland, Green, Larue, Lincoln, Marion, Metcalfe, Monroe, Nelson, Pulaski, Russell, Taylor, Washington, Wayne

Florence -- Kuljinder Sandhu, supervisor, (859) 525-4923. Boone, Bracken, Campbell, Carroll, Gallatin, Grant, Henry, Kenton, Owen, Pendleton, Trimble

Frankfort -- Sam Lofton, supervisor, (502) 564-3358. Anderson, Bourbon, Clark, Estill, Fayette, Franklin, Garrard, Harrison, Jessamine, Madison, Mercer, Nicholas, Powell, Robertson, Scott, Woodford

Hazard -- Larry Short, supervisor, (606) 435-6022. Breathitt, Floyd, Johnson, Knott, Lee, Leslie, Letcher, Magoffin, Martin, Owsley, Perry, Pike, Wolfe

London -- Bill Belcher, supervisor, (606) 878-0157. Bell, Clay, Harlan, Jackson, Knox, Laurel, McCreary, Rockcastle, Whitley

Louisville -- Keith Sims, supervisor, (502) 425-4543. Breckinridge, Bullitt, Hardin, Jefferson, Meade, Oldham, Shelby, Spencer

Madisonville -- Bill Bowen, supervisor, (270) 824-7532. Caldwell, Christian, Crittenden, Daviess, Hancock, Henderson, Hopkins, McLean, Muhlenberg, Todd, Union, Webster

Morehead -- Karen Glancy, supervisor, (606) 784-6634. Bath, Boyd, Carter, Elliott, Fleming, Greenup, Lawrence, Lewis, Mason, Menifee, Montgomery, Morgan, Rowan

Paducah -- Margie Williams, supervisor, (270) 898-8468. Ballard, Calloway, Carlisle, Fulton, Graves, Hickman, Livingston, Lyon, McCracken, Marshall, Trigg

[TOP](#)

Environmental and Public Protection Cabinet

Division of Waste Management

Governor Ernie Fletcher

Secretary LaJuana S. Wilcher

14 Reilly Road, Frankfort, KY 40601 Phone: (502) 564-6716 Fax: (502) 564-4049

E-mail: waste@ky.gov Web site: <http://www.waste.ky.gov/>

The Kentucky Division of Waste Management does not discriminate on the basis of race, color, religion, sex, national origin, sexual orientation or gender identity, ancestry, age, disability or veteran status. The division provides, on request, reasonable accommodations necessary to afford an individual with a disability an equal opportunity to participate in all services, programs and activities. To request materials in an alternate format, contact the division.

December 2004

[TOP](#)